

TO: Springfield Telecommunications Coordinators

FROM: W. M. Vetter, Manager
Bureau of Communications and Computer Services

DATE: June 4, 1998

RE: Springfield Voice Mail Conversion

The Springfield voice mail conversion is rapidly approaching. The conversion of Springfield users from Lucent Netcare Messaging (formerly Octel Network Services) service bureau voice mail is scheduled for Friday night, July 10.

User Training:

Ameritech will begin conducting training classes on Tuesday, June 16 and will continue every business day until Friday, July 10. We need your assistance notifying the voice mail users of the upcoming conversion and training classes. You may want to make posters or send e-mail messages, voice mail messages, and memos to all your voice mail users. We recommend that you make the conversion training mandatory. The classes will last approximately 45 minutes and will prepare the users for the new system (i.e., new temporary passcode, access to the system to record their greeting prior to conversion, reference materials, differences between the current and new system, and help desk information). Although the classes are hosted by various agencies, **ALL classes are open to ALL state employees.** In order to provide effective training for all users, class size has been limited to 15 people. Thus, the users must RSVP to the designated contact person. The training schedule for Springfield is attached.

Help Desk:

Users are encouraged to access their new voice mailbox after attending a training class. If a user locks themselves out of their new mailbox or is having difficulty accessing the mailbox, please refer them to the CMS Voice Mail Help Desk at (217) 55**R-HELP** (7-4357).

TSR Freeze:

If we receive a TSR for an add, delete, or change on a Springfield voice mailbox prior to June 12th, we will make every attempt to have it processed by Friday, June 26. **We will freeze Springfield voice mail TSRs which are received after Friday, June 12** until we resume processing voice mail orders on Monday, July 20. If your TSR has been frozen we will call you to notify you that your TSR has been frozen until after the conversion.

Conversion Details:

Class of Service (COS) I voice mail will be discontinued with the conversion to the new system. All COS I users will be upgraded to COS II voice mail at conversion. Class of Service II will provide the users more message storage capacity and individual messages can be up to 5 minutes in length.

On Tuesday, June 16 there will be a conversion meeting for all Telecommunications Coordinators. The meetings will be held from at 9 a.m. - 11 a.m. or 1 p.m. - 3:30 p.m. at the Dept. of Agriculture Building at the State Fairgrounds in Room 66. Ameritech will provide Centigram new user training, and important conversion information, reference materials, and help desk materials will be distributed. **It is important that all coordinators plan to attend one of these meetings.**

Please mark the following dates on your calendar:

Springfield:

Fri., June 12	Cutoff date for CMS to receive voice orders prior to conversion
Tues., June 16	Coordinator conversion meeting and training Dept. of Agriculture Building, State Fairgrounds Room 66 9 - 11:30 a.m. or 1 - 3:30 p.m.
Tues., June 16 - Fri., July 10	Springfield user training
Fri., June 26	Freeze on all voice mail orders
Fri., July 10 (p.m.)	Conversion to Centigram
Mon., July 13 - Tues., July 14	Conversion Help Desk available (217) 55 R-HELP (557-4357) 7:30 a.m. - 5:30 p.m.
Mon., July 20	Begin processing voice mail orders

If you have any questions regarding the upcoming voice mail conversion, please contact Debbie Anderson, Voice Mail Project Manager, at (217) 524-2159.

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